



Ducor Telephone Company

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Phone: (661) 834-7700 • Fax: (661) 834-7771

Annual 47 C.F.R. § 64.2009(e) CPNI Certification

EB Docket 06-36

Annual 64.2009(e) CPNI Certification for **2008**

Date filed: **January 28, 2009**

Name of company covered by this certification: **Ducor Telephone Company**

Form 499 Filer ID: **803370**

Name of signatory: **Eric G. Wolfe**

Title of signatory: **Executive Vice President**

I, Eric G. Wolfe, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See 47 C.F.R. § 64.2001 et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company [is/ is not] in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules.

The company has not taken any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year. Companies must report on any information that they have with respect to the processes pretexters are using to attempt to access CPNI, and what steps companies are taking to protect CPNI.

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI (number of customer complaints a company has received related to unauthorized access to CPNI, or unauthorized disclosure of CPNI, broken down by category or complaint, *e.g.*, instances of improper access by employees, instances of improper disclosure to individuals not authorized to receive the information, or instances of improper access to online information by individuals not authorized to view the information).

Signed



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STATEMENT

The Ducor Telephone Company ("Ducor") has established operating procedures and policy that ensure compliance with the Federal Communications Commission ("FCC") regulations regarding the protection of customer proprietary network information ("CPNI").

Ducor has not used CPNI for marketing purposes, neither has it disseminated CPNI to other entities who would either use the CPNI for marketing purposes or further disseminate the CPNI.

Ducor has implemented policy that would ensure that any of its consultants and or agents who may, by necessity, gain access to CPNI are trained in the appropriate handling and use of CPNI.

Ducor will maintain a record of any and all instances where CPNI has been disclosed or provided to third parties, or where third parties were allowed to access CPNI. As mentioned above, there are no entries for this type of file as yet. The record will be structured to include the circumstances under which the CPNI is being provided, what type of marketing campaign the CPNI is to be used for, the Specific CPNI that will be used in the campaign, and what products and services are to be offered as part of the marketing campaign.

Currently Ducor does not allow the use of CPNI for any of its own marketing purposes. Additionally, Ducor does not distribute, provide, or give access to CPNI to third parties other than its own legal, accounting, engineering and regulatory consultants, and its billing agency. Occasionally, contracted construction crews will require access to CPNI in the course of providing their service. Ducor has established policies to ensure that all of its consulting firms, service agencies, and contracted labor are trained in the proper handling of CPNI, and the appropriate disposal and destruction of CPNI immediately subsequent to its required use.

There were no actions taken against data brokers in 2008, including proceedings instituted or petitions filed by Ducor at either the California Public Utilities Commission, the court system, or at the FCC against data brokers.

Ducor uses a variety of methods to authenticate customers prior to disclosing CPNI. Established passwords are required before discussing Call Detail Records with the customer of record, or a customer previously authorized by the customer of record to discuss CPNI. (see attached forms)

Ducor does no marketing, and therefore does not use CPNI for that purpose.

Ducor has not experienced any customer complaints regarding the unauthorized release or disclosure of, or access to CPNI in 2008.

OFFICIAL POLICY MEMO

Ducor Telephone Company

February 7, 2008

DUCOR TELEPHONE COMPANY PERSONNEL POLICY REGARDING CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI)

The Federal Communications Commission enacted new rules effective December 8, 2007, in order to help telecommunications carriers ensure that CPNI is protected from unwanted disclosure. In the course of your employment, you may have access to information concerning our customers, including information that relates to specific call detail like the quantity, whether the customer has a PIC freeze, technical configuration, type, destination, types of calls made, including the number of minutes used, duration of call, the customer's amount of use of a service, customer credit information, the balance due, individually-identifiable demographic information, and other information contained in a customer's bill that is made available to the company solely by virtue of our relationship with the customer. This information is often referred to as "CPNI." CPNI does not include the billing telephone number or address including directories. Also our policy is to never disclose customer information to third-parties for purposes of marketing or provide call detail to anyone that is not the customer of record. This policy includes every employee of Ducor Telephone Company.

How can the customer of record get their call detail information? What is our policy? Our policy is to no longer provide call detail over the phone for a customer initiated call. Who is the customer of record? The customer of record is the customer (s) on the application or contract. The customer of record may come into the office and show a valid government-issued photo identification. We can mail the customer of record the call detail information, if the address has been on record for at least 30 days. We can call back the customer of record by calling the customer at the number of record. The customer's file must be reviewed prior to any release of call detail to verify the customer's call back number of record or address of record before release of the information is authorized. We do not need to keep track of these events per Bill Dever at the FCC at 202-418-1578. We are required to notify the customer immediately when the address of record is changed by calling the customer of record, by text message to the customer of record, or by mailing a letter to the address of record but whatever method is used we must retain that information. We must mail the notice of address change the address on the customer record and not the new address and you must not reveal the changed information in that letter. Wait until the customer calls you and you confirm it is the customer of record to reveal the address change. Employees with access to CPNI are expected to preserve the confidentiality of the information at all times, and take steps

to avoid unauthorized disclosure of the information. Records of CPNI may not be removed by any employee from the company's offices in any form, including paper records, e-mails and/or electronic storage devices, without the authorization of the employee's supervisor. CPNI needs to be locked up at night by each employee that has that data. We must shred any call record detail that is no longer needed. Unauthorized disclosure of CPNI is a violation of federal and state law and it is strictly prohibited. Unauthorized disclosure of this information can lead to legal liability for the company and, in some cases, this liability extends to individual employees. Unauthorized disclosure of any such information must be disclosed as soon as possible to your supervisor. Unauthorized disclosure of such information or removal of such information from the company's premises may lead to discipline of an employee up to and including immediate termination of employment.

If there is a breach where CPNI is given to someone who is not the customer of record you may be suspended or terminated.

I, the undersigned, hereby acknowledge receiving and reviewing the above CPNI policy. I further understand my responsibilities to protect CPNI and the disciplinary procedures.

Name: _____

Position: _____

Date: _____

Signature: _____

Witnessed by the CPNI Compliance Officer, Plant Manager, or immediate superior officer:

_____ Print Name

Signature and Date

PLEASE READ – IMPORTANT INFORMATION

Customer Proprietary Network Information – Special Notice

Effective **December 8, 2007**, new FCC rules associated with Docket No. 07-22 will go into effect to further protect your Customer Proprietary Network Information (CPNI).¹ All communications companies have an obligation to protect the confidentiality and proprietary information of their customers. Federal law requires that communications companies take specific steps to ensure that CPNI is adequately protected from unauthorized disclosure.

Pursuant to the new rules, beginning **December 8, 2007**, we are obligated by the FCC to implement the following safeguards to protect your CPNI:

- Call-in customers will be authenticated by a pre-determined password.
- Walk-in customers will be authenticated by presenting a valid photo ID matching the name on the account.
- All customers will be offered the option of setting up a password and back-up authentication for lost or forgotten passwords.
- Customers will be immediately notified of certain account changes, including changes made to passwords, back-up authentication questions, online accounts, or address of record.²

NOTICE: CPNI will only be shared with the person or persons named on the account. If you wish to authorize others access to the account and the authority to make changes to the account, please complete the enclosed account information form and return it with your payment. You can also use this form to designate your CPNI password and back-up authentication questions.

Protecting our customers' CPNI is a priority to us and we assure you we will take all the necessary precautions to do so. If you have any questions about this notice or the new rules, please call our Business Office at (559)534-2211.

We appreciate your business.

DUCOR TELEPHONE COMPANY

¹

CPNI is defined as "(A) information that relates to the quantity, technical configuration, type, destination, location, and amount of use of a telecommunications service subscribed to by any customer solely by virtue of the carrier-customer relationship; and (B) information contained in the bills pertaining to telephone exchange service or telephone toll service received by a customer of a carrier."

²

Address of Record is defined as an address, whether postal or electronic, that is associated with the customer account for at least 30 days.

IMPORTANT ACCOUNT INFORMATION FORM
COMPLETE & RETURN

Please complete the following information and return this form with your telephone bill payment.

Account Name: _____

Phone Number: _____

The following will be added to my phone account information in accordance with the FCC's ruling to protect my proprietary information.

CPNI Password: _____

Back-up authentication questions for lost or forgotten password. You may choose to answer up to four of the following:

Favorite Color: _____

Pet's Name: _____

Favorite Sports Team: _____

Favorite Hobby: _____

I authorize the following person(s) to obtain information and make changes to my telephone account.

Signature (required) Must be signed by the owner of the account.

Date

LEER: INFORMACIÓN IMPORTANTE

Información de red propiedad del cliente. Notificación especial

A partir del **8 de diciembre de 2007**, nuevas normas de la Comisión Federal de Comunicaciones (FCC) con orden n.º 07-22 entrarán en vigencia para proteger más y mejor su Información de red propiedad del cliente (CPNI).¹

Todas las empresas de comunicaciones tienen la obligación de proteger la confidencialidad y la información que pertenece a sus clientes.

La legislación federal exige que las empresas de comunicaciones tomen medidas específicas para asegurar que la CPNI esté protegida apropiadamente de divulgaciones no autorizadas.

De conformidad con las nuevas normas, que entran en vigencia el **8 de diciembre de 2007**, estamos obligados por la FCC a implementar las siguientes garantías para proteger su CPNI:

- Los clientes telefónicos serán autenticados mediante una contraseña predeterminada.
- Los clientes en persona serán autenticados mediante una ID con fotografía válida que coincida con el nombre en la cuenta.
- A todos los clientes se les ofrecerá la opción de crear una contraseña y una autenticación de respaldo en caso de que pierdan u olviden la contraseña.
- Se notificará de inmediato a los clientes de ciertos cambios en las cuentas, incluidos los cambios en las contraseñas, las preguntas de la autenticación de respaldo, las cuentas en línea y la dirección del registro.²

NOTA: La CPNI se compartirá solamente con las personas designadas en la cuenta.

Si desea autorizar a otros para que tengan acceso a la cuenta y también la autoridad para realizar cambios en ella, haga el favor de completar el formulario de información de la cuenta que se adjunta y entréguelo junto con su pago.

También puede utilizar este formulario para designar su contraseña y preguntas de autenticación de respaldo de su CPNI.

Para nosotros, proteger la CPNI de nuestros clientes es una prioridad, y le aseguramos que tomaremos todos los recaudos necesarios para su protección.

Si tiene alguna pregunta sobre esta notificación o sobre las nuevas normas, llame a nuestra Oficina Comercial al (559) 534-2211.

Le agradecemos la atención.

DUCOR TELEPHONE COMPANY

¹

CPNI está definida como "(A) información relacionada con la cantidad, la configuración técnica, el tipo, el destino, la ubicación y la cantidad del uso de un servicio de telecomunicaciones al que suscribe cualquier cliente sólo en virtud de la relación operadora de telecomunicaciones-cliente; y (B) información contenida en las facturas correspondientes al servicio de intercambio telefónico o al servicio de llamadas telefónicas que recibe un cliente de una operadora de telecomunicaciones".

²

La dirección del registro se define como una dirección, ya sea postal o electrónica, asociada con la cuenta del cliente durante un mínimo de 30 días.

FORMULARIO DE INFORMACIÓN IMPORTANTE DE LA CUENTA

COMPLETAR Y DEVOLVER

Complete la siguiente información y entregue este formulario junto con su pago de la factura telefónica.

Nombre de la cuenta:

Número de teléfono:

La siguiente información se agregará a la información de mi cuenta telefónica según la norma de la FCC para proteger la información de mi propiedad.

Contraseña de la CPNI:

Preguntas de autenticación de respaldo en caso de pérdida u olvido de la contraseña.

Puede elegir responder hasta cuatro de las siguientes opciones:

Color preferido: _____

Nombre de la mascota:

Equipo de deportes preferido:

Pasatiempo preferido:

Autorizo a la(s) siguiente(s) persona(s) a obtener información de mi cuenta telefónica y a realizarle cambios.

Firma (obligatoria). Debe estar firmado por el propietario de la cuenta.

Fecha _____

Important Notice about Customer Proprietary Network Information (CPNI)

The Federal Communications Commission (FCC) has enacted new rules effective December 8th, 2007, in order to help telecommunications carriers ensure that your Customer Proprietary Network Information (CPNI) is protected from unwanted disclosure.

What is CPNI? *CPNI does include* information about specific call details (time, location, duration) and types of telecommunications services or plans. *CPNI does not include* your billing telephone number or address.

What do the rules cover? The rules focus on two main areas: use of CPNI for marketing purposes and “pretexting”.

Marketing. The FCC gives consumers two options to allow a telecommunications carrier to disclose their CPNI for marketing purposes, “Opt-in” and “Opt-out”. With the **Opt-in** method, telecommunications carriers would send you a notice asking that you expressly give permission to use your customer information for marketing. The **Opt-out** method considers that the telecommunications carrier has your permission to use your customer information for marketing unless you tell it not to (within 30 days of the planned disclosure).

Ducor Telephone Company’s policy is to never disclose customer information to third-parties for purposes of marketing; therefore neither the Opt-in nor Opt-out methods are applicable.

“Pretexting” is the act of pretending to be a particular customer for the purpose of obtaining proprietary information about that customer. The new rules dictate three methods to prevent unauthorized access and disclosure of CPNI.

1. Office Visits – Customers visiting the Ducor Telephone Company (Ducor) Business Office to discuss CPNI must present a valid photo ID.
2. Outbound information - CPNI can either be mailed to the billing address of record or Ducor may call the customer at the telephone number of record and validate the owner’s of record identity through use of a pre-established password. To establish a password you must visit the nearest Ducor Telephone Company business office and present a valid photo ID. The password should be non-biographically-based; that is, not easily discoverable through use of the Internet or other sources (mother’s maiden name, social security number, etc.)
3. Inbound calls – No CPNI will be discussed on inbound calls to the telephone company business office.

Ducor Telephone Company respects your privacy and looks forward to working together with you to keep your CPNI protected.

AUTHORIZATION FOR USE OF AN INTERPRETER

The Ducor Telephone Company makes every effort to safeguard and protect the information that we must keep regarding our valued customers. Because of the nature of our service Ducor Telephone collects, and keeps on file, certain information about your account that the Federal Communications Commission (FCC), the California Public Utilities Commission (CPUC), and various state statutes have determined to be of a private and proprietary nature to our customers. Your privacy and the protection of your "customer proprietary network information" (CPNI) along with any other account information which is deemed to be private and proprietary are of paramount importance to us. To this end the Ducor Telephone Company requires that customer authorization must be given before any CPNI or private account information may be discussed, shared, or otherwise disseminated to any third party. As you have demonstrated the desire to use an interpreter to communicate with Ducor Telephone Company's customer service representative we must request that you and your interpreter sign this document of authorization before we are able to discuss your CPNI and account information.

I hereby authorize the Ducor Telephone Company's representative to discuss my private account information and Customer Proprietary Network Information through my interpreter.

AUTORIZACIÓN PARA EL USO DE UN INTÉRPRETE

(La Compañía de teléfono)

El Ducor, Telephone Company hace cada esfuerzo de salvaguardar y de proteger la información que debemos guardar el mirar de nuestros clientes valorados. Debido a la naturaleza de nuestro Ducor del servicio el teléfono recoge, y guarda en el archivo, cierta información sobre su cuenta que la Comisión federal de las comunicaciones (FCC), la Comisión de utilidades públicas de California (CPUC), y los varios estatutos de estado se han determinado de ser de una naturaleza privada y propietaria a nuestros clientes. Su aislamiento y la protección de su "información propietaria de la red del cliente" (CPNI) junto con cualquier otra información de la cuenta que se juzgue para ser privada y propietario son de importancia suprema a nosotros. Con este fin el Ducor Telephone Company requiere que la autorización del cliente deba ser dada antes de que cualquier CPNI o información privada de la cuenta se pueda discutir, compartir, o diseminar de otra manera entre cualquier tercero. Pues usted ha demostrado el deseo de utilizar a un intérprete para comunicarse con el representante/delegado técnico de cliente de la compañía del teléfono de Ducor debemos solicitar que usted y su muestra del intérprete este documento de la autorización antes de que poder discutir su información de CPNI y de la cuenta.

Autorizo por este medio a representante de Ducor de la compañía del teléfono a discutir mi información privada de la cuenta y la información propietaria de la red del cliente a través de mi intérprete.

Customer Signature

Firma del cliente

As acting interpreter for the above named customer I certify that any information that passes through me during the time that I am providing this service will not be discussed, shared, or otherwise disseminated to anyone other than the above named customer unless authorized by him/her.

Pues el intérprete que actúa para el cliente arriba nombrado yo certifica que ninguna información que pase a través de mí durante el tiempo que estoy proporcionando este servicio no será discutida, será compartida, o diseminada de otra manera entre cualquier persona con excepción del cliente arriba nombrado a menos que sea autorizada por él/ella.

Interpreter Signature

Firma del intérprete

Ducor Telephone Company Customer Service Representative